



STATE OF INDIANA

MITCHELL E. DANIELS, JR., Governor

DEPARTMENT OF ADMINISTRATION

Procurement Division


402 W Washington Street, Room W468

Indianapolis, Indiana 46204

317 / 232-3053

Award Recommendation Letter

Date: August 2, 2010

To: Robert D. Wynkoop, Commissioner of the Dept. of Administration 

From: Molly Martin, Strategic Sourcing Analyst

Subject: Recommendation of Selection for RFP 10-78
Solicitation of Imaging Services for the Indiana
State Police

Estimated Amount of Two Year Contract: \$125,000.00

Based on the evaluation of our team, we recommend for selection of **Boland Enterprises** to begin contract negotiations to provide **Imaging Services** for the Indiana State Police. Terms of this recommendation are included in this letter.

The evaluation team received proposals from ten (10) vendors:

- **Boland Enterprises**
- **Cintas**
- **Information & Records Associates**
- **Instream**
- **Office 360**
- **Product Acceptance & Research (PAR)**
- **Phoenix Data Corporation**
- **Pitney Bowes**
- **Stria**
- **VB Confidential, LLC**

The proposals were evaluated by a three (3) member team and IDOA according to the following criteria established in the RFP:

- Adherence to Requirements (Pass/Fail)
- Management Assessment/Quality (25 points)
- Pricing Proposal (30 points)
- Indiana Economic Impact (15 points)
- Buy Indiana/Indiana Company (10 points)
- Minority Business Participation (10 points)
- Woman-Owned Business Participation (10 points)

The proposals were evaluated according to the process outlined in section 3.2 (“Evaluation Criteria”) of the RFP.

Scoring was completed as follows:

A. Adherence to Requirements

All ten proposals were reviewed for adherence to the mandatory requirements. All of the Respondents adhered to the mandatory requirements and were moved forward to the next round of scoring and evaluated based on their Business Proposal, Technical Proposal, and Cost Proposal.

B. Management Assessment/Quality

Technical Proposal

For the Technical Proposal evaluation, the team considered each Respondent’s proposal for their prior experience, financial & references, security, personnel, transportation of documents, staff training cost, document preparation, scan documents, verification of documents, destruction of documents, completion schedule, and availability of documents.

The evaluation team’s scores were based on a review of each Respondent’s proposed approach to each section of the Technical Proposal, Section 2.4, as well as specific questions that Respondents were asked to respond to in the RFP, oral presentations, and clarifications.

Results of the Management Assessment/Quality evaluation are shown below:

Table 1: Management Assessment/Quality Scores – Pre-Short List

Evaluation Section	Boland	Cintas	Information & Records Assoc.	Instream	Office 360
Technical Proposal	15.33	25.00	9.00	10.33	16.00

Evaluation Section	PAR	Phoenix	Pitney Bowes	Stria	VB Confidential
Technical Proposal	10.00	13.00	11.67	17.67	11.67

Table 2: Management Assessment/Quality Scores – Post-Short List

Evaluation Section	Boland	Cintas	Instream	Stria
Technical Proposal	13.67	25.00	13.00	18.00

During Business and Technical Proposal evaluation, the evaluation team observed the following regarding each respondent:

Boland

Boland scored 13.67 points out of the possible 25 qualitative points. Boland demonstrated strong references/financials, personnel, transportation, training, document preparation, and scanning of documents.

Cintas

Cintas scored 25.00 points out of the possible 25 qualitative points, having the highest MAQ score of all of the Respondents. Cintas demonstrated a very strong proposal, meeting the exact technical needs of the Indiana State Police.

Information & Records Associates

Information & Records Associates scored 9.00 points out of the possible 25 qualitative points. Information & Records Associates demonstrated good training, completion schedule, references, transportation, and availability of documents. However, the team was concerned with their security, verification of documents, prior experience, and their destruction method(s).

Instream

Instream scored 13.00 points out of the possible 25 qualitative points. Instream demonstrated strong references/financials, document preparation, scanning of documents, completion schedule, and destruction of documents. However, the team was concerned with their security, prior experience, transportation, training, and verification.

Office 360

Office 360 scored 16.00 points out of the possible 25 qualitative points. Office 360 demonstrated strong references/financials, personnel, transportation of documents, training, document preparation, scanning of documents, completion schedule, and availability of documents. However, the team was concerned with their prior experience, security, verification, and destruction of the documents.

Product Acceptance & Research (PAR)

PAR scored 10.00 points out of the possible 25 qualitative points. PAR demonstrated strong references/financials, transportation of documents, training, scanning of documents, and completion schedule. However, the team was concerned with their prior experience, security, personnel, document preparation, verification, and destruction of documents.

Phoenix Data Corporation

Phoenix scored 13.00 points out of the possible 25 qualitative points. Phoenix demonstrated strong references/financials, training, scanning of documents, document preparation, completion schedule, and availability of documents. However, the team was concerned with their security, verification, prior experience, and destruction of documents.

Pitney Bowes

Pitney Bowes scored 11.67 points out of the possible 25 qualitative points. Pitney Bowes demonstrated strong references/financials, document preparation, training, scanning of documents, and completion schedule. However, the team was concerned with their prior experience, security, personnel, transportation, verification, and destruction of documents.

Stria

Stria scored 18.00 points out of the possible 25 qualitative points. Stria demonstrated strong references/financials, personnel, transportation, training, document preparation, destruction, completion schedule, and availability of documents. However, the team was a bit concerned with their prior experience, security, and verification of documents.

VB Confidential

VB Confidential scored 11.67 points out of the possible 25 qualitative points. VB Confidential demonstrated strong references/financials, document preparation, training, scanning of documents, and completion schedule. However, the team was concerned with their prior experience, security, personnel, transportation, verification, and destruction of documents.

C. Cost Proposal

The cost proposals were evaluated as follows:

Total Cost = (Cost per Image "New" Case File x Historic Quantity) + (Cost Per Image "Old" Case File x Historic Quantity) + (Cost per Image Blood Alcohol Report x Historic Quantity) + (Cost per Image Polygraph File x Historic Quantity) + (Cost per Image Property Record & Receipt x Historic Quantity)

Cost Score = (Lowest Total Cost ÷ Respondents Total Cost) x 30 points

Table 3: Cost Scores (Pre-Short List)

Respondent	Cost Score (30 Max)
Boland	21.62
Cintas	11.94
Information & Records Assoc	11.59
Instream	30.00
Office 360	7.52

PAR	18.42
Phoenix	16.35
Pitney Bowes	15.50
Stria	18.08
VB Confidential	13.32

The evaluation team met to review the Management Assessment/Quality and Cost Proposal scores (out of 55 maximum possible points). Boland, Cintas, Instream, and Stria were deemed viable for contract award and moved forward to the final evaluation step (Short List) – IDOA Indiana Economic Impact, Buy Indiana, and Minority and Woman-Owned Business Participation scoring.

D. IDOA Scoring

IDOA scored the four Respondents in the following areas – Buy Indiana (10 points), Indiana Economic Impact (15 points), and Minority and Women Business Participation (10 points each) using the criteria outlined in the RFP. When necessary, IDOA clarified certain Buy Indiana, Indiana Economic Impact, and Minority and Women Business Participation information with the Respondents. Following revisions to pricing proposals, IDOA gathered updated IEI and MWBE forms. Once the final MWBE and IEI forms were received from Respondents, the total scores out of 100 possible points were tabulated, and are as follows:

Table 4: Final Overall Evaluation Scores

Respondent	Management Assessment/Quality Score (25 max)	Cost Score (30 max)	Buy Indiana (10 max)	IEI (15 max)	MBE (10 max)	WBE (10 max)	Total Score (100 max)
Boland	13.67	21.62	10.00	15.00	10.0	10.0	80.29
Cintas	25.00	11.94	10.00	14.36	5.0	5.0	71.30
Instream	13.00	30.00	0.00	0.00	0.0	0.0	43.00
Stria	18.00	18.08	0.00	7.98	0.0	0.0	44.06

Award Summary

It is recommended by the evaluation team and IDOA that Boland Enterprises be awarded a contract to provide the Indiana State Police with Imaging Services.

During the course of evaluation, the State scrutinized all proposals to determine the viability of the proposed business solutions to meet the goals of the program and to meet the needs of the State. The team evaluated proposals based on the stipulated criteria outlined in the RFP document.

This agreement will be for a period of two (2) years. At the discretion of the State, there may be two (2) - one (1) year renewals.